



Metropolitan
Transportation
Authority

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Los Angeles, CA
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June 2, 2000

TO: BOARD OF DIRECTORS

FROM: THOMAS K. CONNER, EXECUTIVE OFFICER - TRANSIT
OPERATIONS *Thomas Conner*

SUBJECT: TRANSIT OPERATIONS PERFORMANCE REPORT FOR
APRIL 2000

In April, Transit Operations again posted On-Time Pullout performance in excess of the 99.50% goal. OTP rose from 99.51% in March to 99.52% in April. Out of over 63,000 pullouts, only seven were cancelled. Seven of the eleven bus divisions achieved rates of 99.50% or above; Of those, four divisions achieved OTP exceeding 99.70%; and, of those, two performed at rates above 99.8%.

Despite improvements in OTP, Scheduled Revenue Service Hours Lost increased in April as a result of increased service disruptions indicated by a decrease in Miles Between Chargeable Mechanical Failures of more than 10% compared to March. Despite the decline, Miles Between Chargeable Mechanical Failures exceeded April 98's performance by nearly 8%.

Maintenance experienced additional difficulties in April as Past Due PMP's increased following seven consecutive months of improvement. Despite the decline, Past Due PMP's continued to exceed the goal.

Load Factor Compliance rose from 98.9% in March to 99.0% in April and continues to trend upwards despite an April decline in In-Service On-Time Performance, following improvement in March. The overall decline in ISOTP was due to an increase in buses departing time-check points early.

The rate of MTA customer complaints per 100,000 boardings decreased in April for the second consecutive month. The complaint rate in April was the lowest recorded since we began tracking this indicator in July 1995 and 22.9% lower than the same month last year.

On-Time Pullout performance for Heavy Rail held steady at 100.00%, while Light Rail OTP, though still above goal, dropped to 99.38%. Heavy Rail In-Service On-Time Performance (ISOTP) declined for the second consecutive month, holding just at goal, while Light Rail ISOTP continued to rebound from February's low, but remained below goal.

Following a sharp April increase, the systemwide bus traffic accident rate dropped to its lowest level since August 1999.

Total Operations Workers Compensation Claims, which had risen steadily from November 1999 to March 2000, dropped in April. Workers Compensation claims per Operations employee decreased at six of the eleven bus operating divisions and for rail in April as compared to March. Safety and Workers Compensation injuries are two current areas of focus by MTA staff.

The format and content of this report continue to evolve. Your feedback on the content and format of this report is appreciated. Please contact Josee Larochelle at (213) 922-2231, if you have any questions regarding the information in this report.

April 2000 Highlights:

Bus Service Performance

- Bus On-time Pullout Performance increased from 99.51% in March to 99.52% in April, exceeding goal for the second consecutive month. Four of the eleven bus divisions posted OTP at or above 99.7%. Ten of the eleven divisions equaled or exceeded 99.3%.
- In-Service On-Time Performance decreased from 58.15% in March to 56.10% in April. Early departures (“running hot”) increased to 21.88%.
- Scheduled Revenue Service Hours Lost increased from 1.15% in March to 1.28% in April.

Rail Service Performance

- Heavy Rail On-Time Pullouts held steady at 100.0% in April. Light Rail On-Time Pullouts decreased from 99.7% in March to 99.4% in April.
- Heavy Rail In-Service On-Time Performance dropped from 99.3% in March to 99.0% in April. Light Rail In-Service On-Time Performance increased from 96.7% in March to 97.2% in April, but remained below goal.

Maintenance Performance

- Mean Miles Between Mechanical Failures resulting in service disruptions of more than ten minutes decreased from 6,268 in March to 5,629 in April.
- Following seven consecutive months of decline, Past Due Critical PMP jobs increased from 0.23 per assigned vehicle in March to 0.24 in April.

Safety

- Traffic Accidents Per 100,000 Hub Miles decreased sharply, from an adjusted (late reports added) 4.81 in March to 3.89 (unadjusted) in April. Safety remains a focus of our training, mentoring and monitoring efforts in both the Bus and Rail divisions.

- Reported Crimes per 100,000 Green Line Boardings decreased from 3.45 in March to 2.79 in April. Red Line reported crimes per 100,000 boardings increased from 1.01 in March to 1.80 in April. Reported Crimes per 100,000 Boardings for the Blue Line increased from 1.69 in March to 1.92 in April. Reported Crimes per 100,000 Boardings for the Bus mode decreased from 0.63 in March to 0.47 in April.

Customer Satisfaction

- The rate of MTA Customer Complaints decreased in April. There were 4.4 Complaints per 100,000 Boardings in March. The rate dropped to 3.7 in April. The customer complaint rate for First Transit Inc. rose in April from 10.9 complaints per 100,000 boardings to 11.9 complaints per 100,000 boardings. Laidlaw's complaint rate increased from 19.5 in March to 19.6 in April. Complaint rates for these two contractors remain well above those of MTA-operated service and the service Operated by TCI. TCI's complaint rate decreased from 4.8 in March to 3.4 in April.



**Transit Operations Performance Report
for
April 2000**

Prepared by:

Los Angeles County
Metropolitan Transportation Authority
Transit Operations Division



Table of Contents

	Page
Bus Service Performance	3
On-Time Pullout Percentage	
Outlates and Cancellations by Division	
In-Service On-Time Performance	
Scheduled Revenue Service Hours Lost	
Load Factor Compliance	
Rail Service Performance	8
On-time Service	
Lost Revenue Service	
Maintenance Performance	10
Mean Miles Between Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
Safety Performance	12
Traffic Accidents per 100,000 Hub Miles	
Reported Crime	
Customer Satisfaction	14
Complaints per 100,000 Boardings	
New Workers Compensation Claims	15

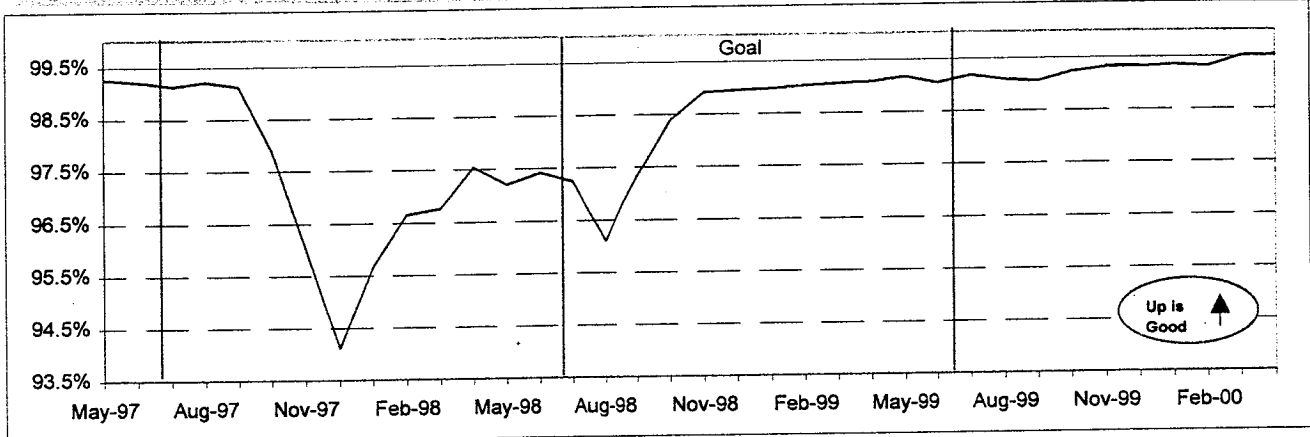
BUS SERVICE PERFORMANCE

ON-TIME PULLOUT PERCENTAGE

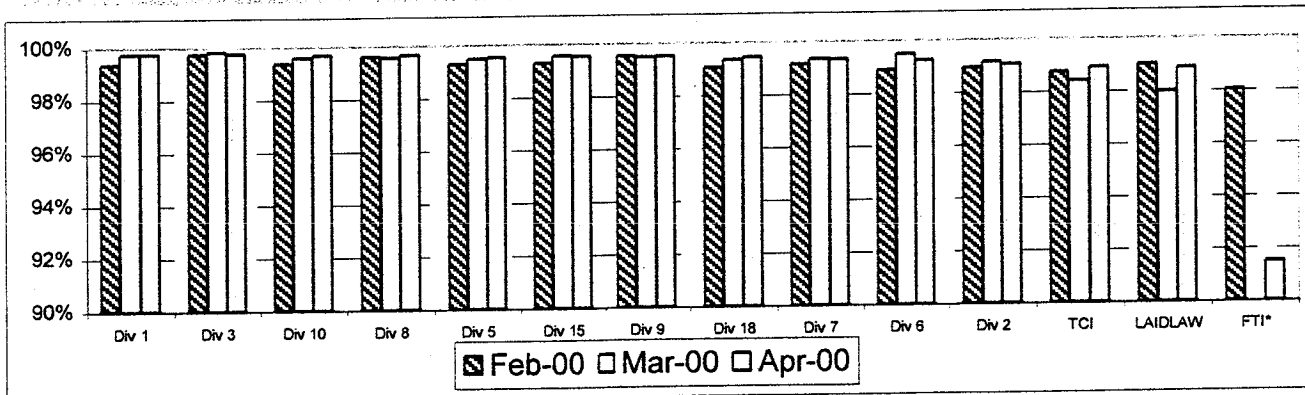
Definition: On-time Pullout Performance measures the percentage of buses leaving the operating division within one minute of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: $OTP\% = [(100\% \text{ minus } [(Total \text{ late and cancelled runs divided by Total scheduled pullouts}) \text{ multiplied by } 100]]$

Systemwide Trend

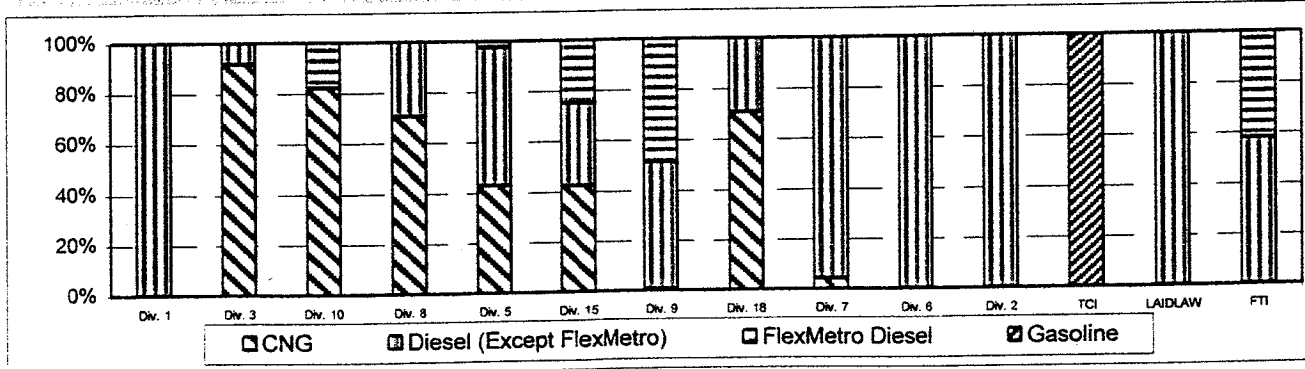


Bus Operating Divisions February - April 2000



*First Transit Inc., formerly ATE/Ryder

Fleet Mix by Division - April 2000



BUS SERVICE PERFORMANCE - Continued

Outlates & Cancellations by Division - April 2000

Division	OUTLATES		CANCELLATIONS		ON-TIME PULL-OUT RATE	REASONS FOR OUTLATES and CANCELLATIONS		
	Number	% of Pull-outs	Number	% of Pull-outs		No Operator Available	Bus Mechanical Failure	Other
1	12	0.2%	0	0.0%	99.8%	1	10	1
2	48	0.9%	1	0.0%	99.0%	2	36	11
3	14	0.2%	0	0.0%	99.8%	0	11	3
5	29	0.4%	0	0.0%	99.6%	2	23	4
6	13	0.7%	1	0.1%	99.3%	4	9	1
7	50	0.7%	0	0.0%	99.3%	1	46	3
8	13	0.3%	0	0.0%	99.7%	1	11	1
9	25	0.4%	5	0.1%	99.5%	6	17	7
10	24	0.3%	0	0.0%	99.7%	1	21	2
15	28	0.5%	0	0.0%	99.5%	4	22	2
18	42	0.6%	0	0.0%	99.4%	2	33	7
TOTAL	298	0.5%	7	0.0%	99.5%	24	239	42

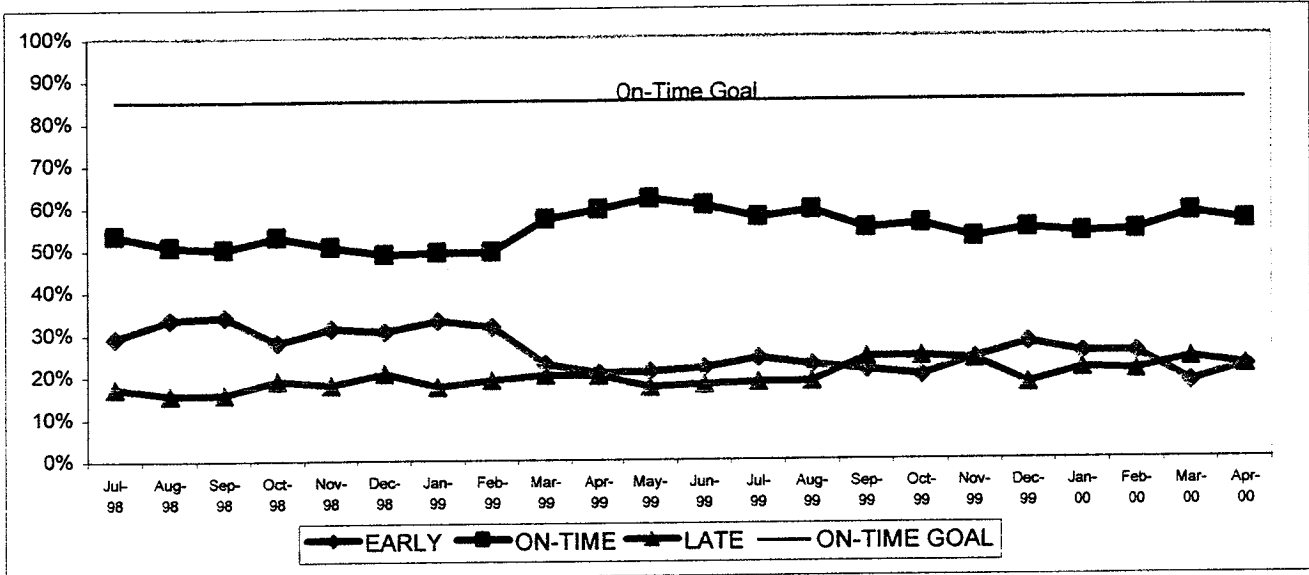
BUS SERVICE PERFORMANCE - Continued

IN-SERVICE ON-TIME PERFORMANCE

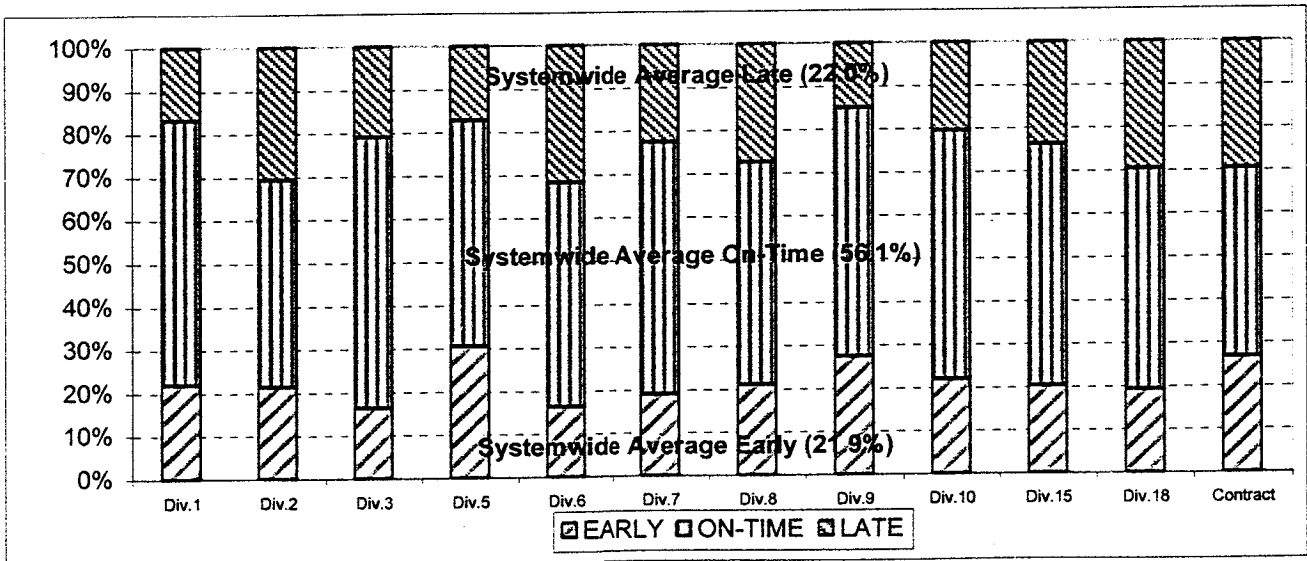
Definition: This performance indicator measures the percentage of scheduled buses that depart selected time points no more than 15 seconds early and no more than five minutes later than scheduled.

Calculation: $ISOTP\% = 1 - ((\text{Number of buses departing early} + \text{Number of buses departing more than five minutes late}) / (\text{Total buses sampled}))$

Systemwide Trend



**Bus Operating Divisions
April (15 Second Tolerance)**

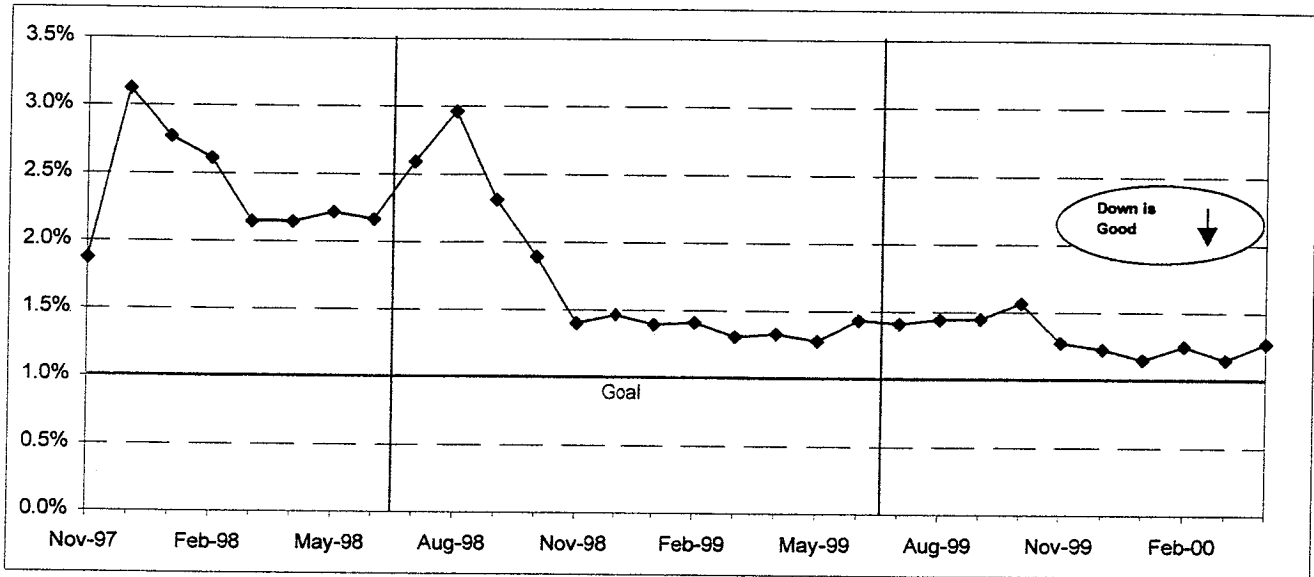


SCHEDULED REVENUE SERVICE HOURS LOST

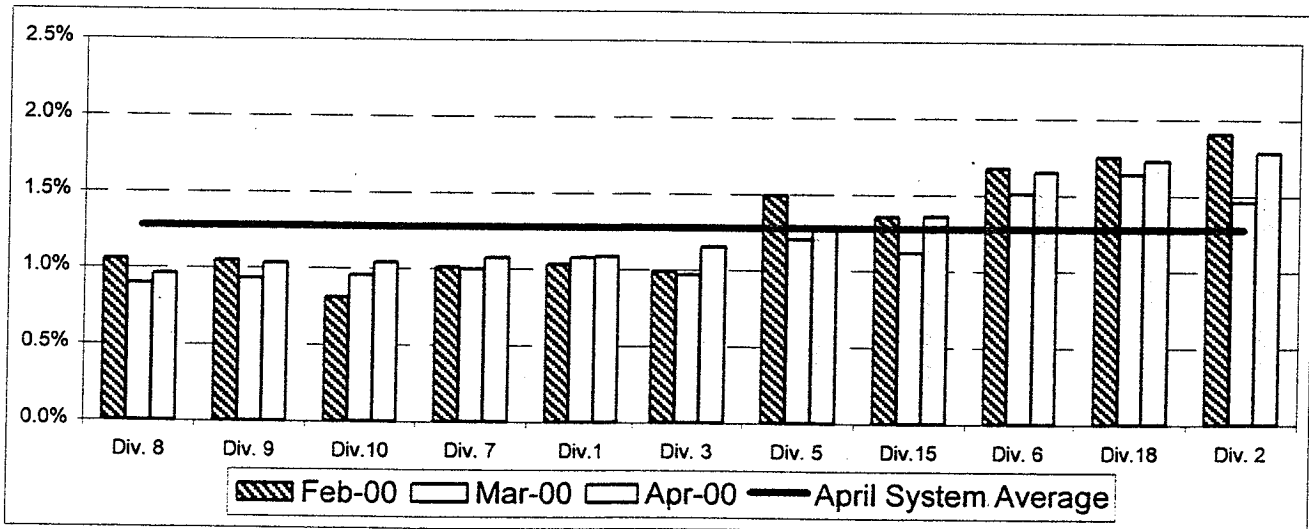
Definition: This performance indicator measures the percentage of scheduled service hours not delivered as a result of cancellations, outlates and in-service equipment failures.

Calculation: SHL% = (Total Service Hours Lost divided by Total Scheduled Service Hours)

Systemwide Trend



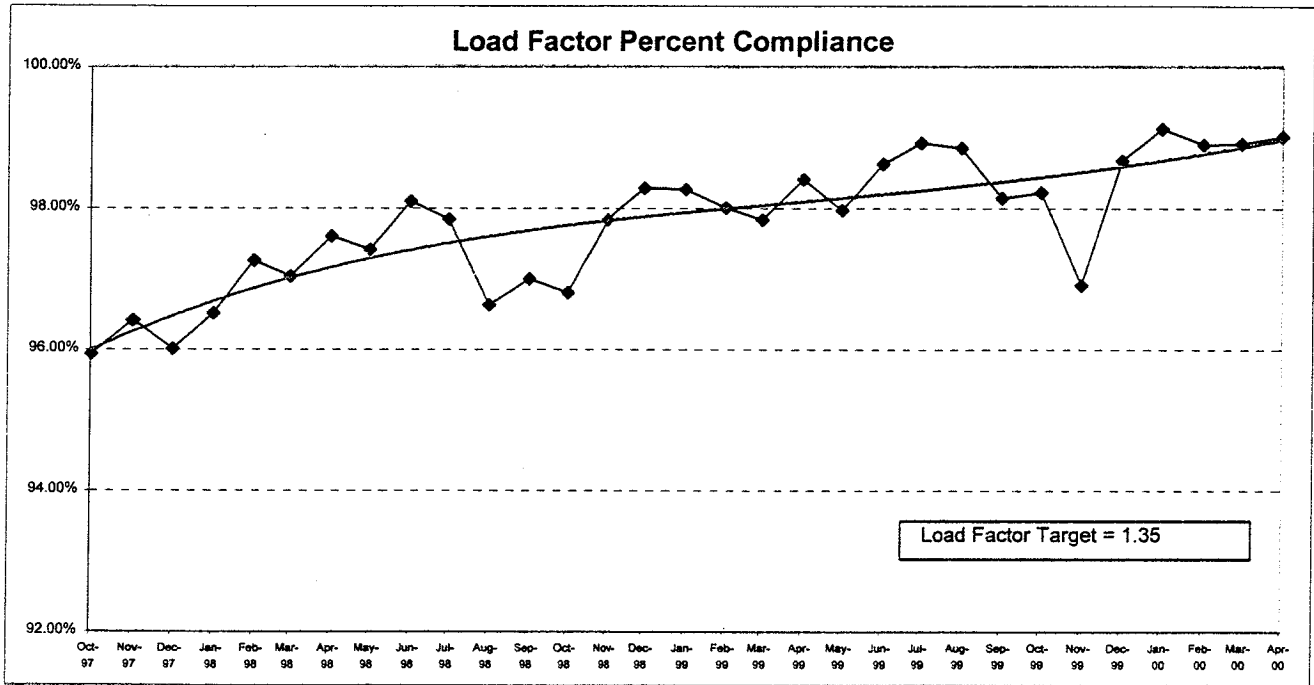
**Bus Operating Divisions
February - April 2000**



LOAD FACTOR COMPLIANCE

Definition: As part of the Consent Decree, the MTA set a Load Factor target of 1.35. A 1.35 Load Factor means that the passenger load over any given twenty-minute period, does not exceed more than 135% of the available seats. Load Factor Compliance is the percentage of twenty-minute observations made during Daily operation (excludes Saturdays, Sundays and Holidays) in which the Load Factor does not exceed 1.35.

Calculation: Daily Load Factor Percent Compliance = Daily twenty-minute observations in compliance divided by the total number of Daily twenty-minute observations.



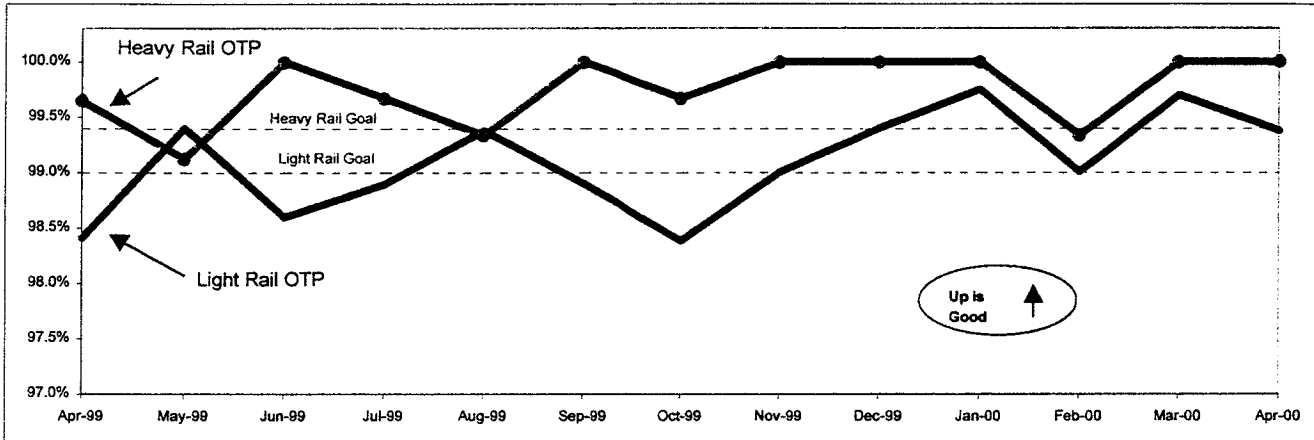
RAIL SERVICE PERFORMANCE

ON-TIME PULLOUTS

Definition: On-time Pullouts measures the percentage of trains leaving the yard within ninety seconds of the scheduled pullout time. The higher the number, the more reliable the service.

Calculation: $OTP\% = [(100\% \text{ minus } [(Total \text{ cancelled pullouts plus late pullouts}) \text{ divided by Total scheduled pullouts}) \text{ multiplied by } 100]$

On-Time Pullouts

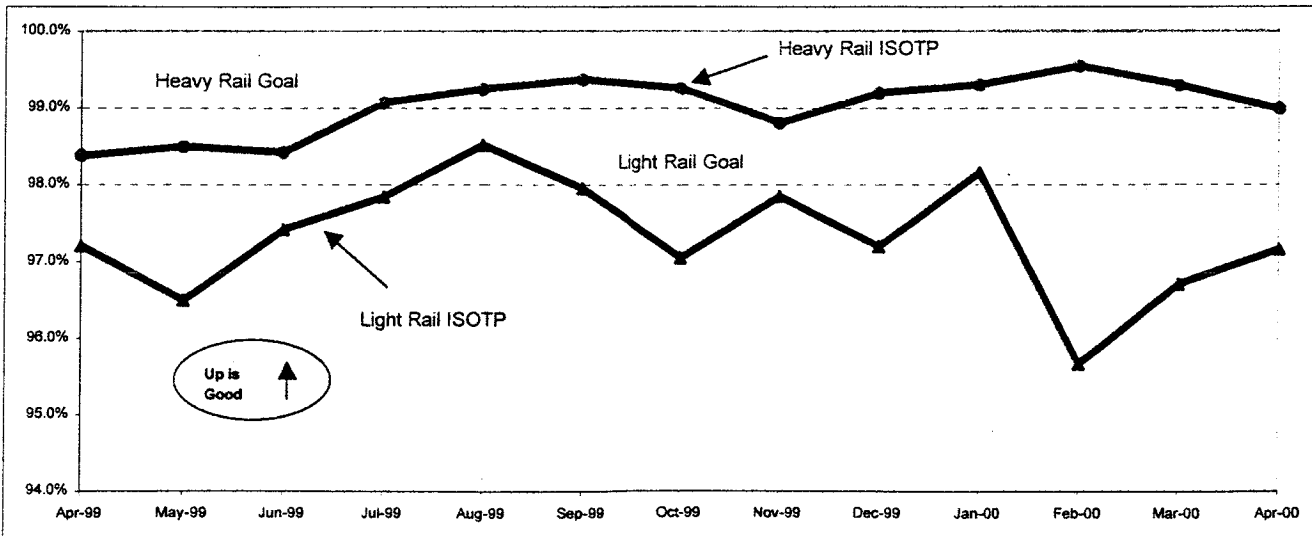


IN-SERVICE ON-TIME PERFORMANCE

Definition: In-Service On-Time Performance measures the percentage of trains leaving all timecheck points on any run no earlier than thirty seconds, nor later than 5 minutes of the scheduled time. The higher the number, the more reliable the service.

Calculation: $ISOTP\% = [(100\% \text{ minus } [(Total \text{ runs in which a train left any timecheck point either late or early}) \text{ divided by Total scheduled runs}) \text{ multiplied by } 100]$

In-Service On-Time Performance

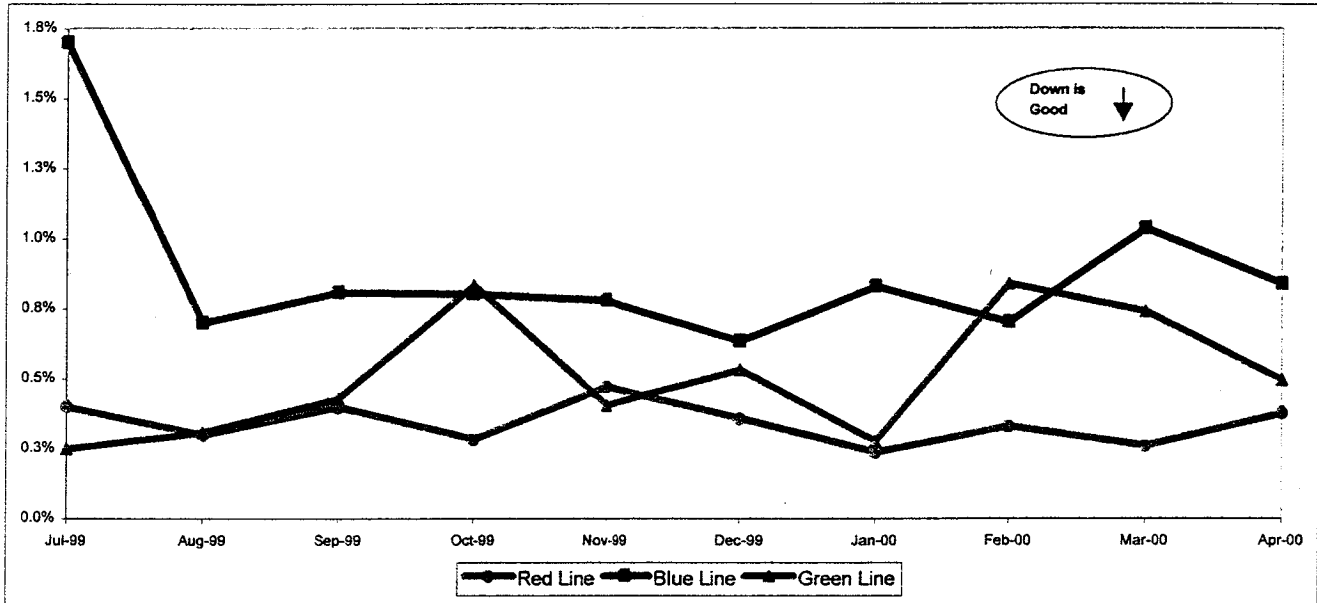


RAIL SERVICE PERFORMANCE - Continued

Lost Revenue Service Hours by Rail Line

Definition: This performance indicator measures the percentage of scheduled Revenue Service Hours not delivered as a result of cancellations, outlates and in-service delays.

Calculation: SHL% = (Total Service Hours Lost divided by Total Scheduled Service Hours)



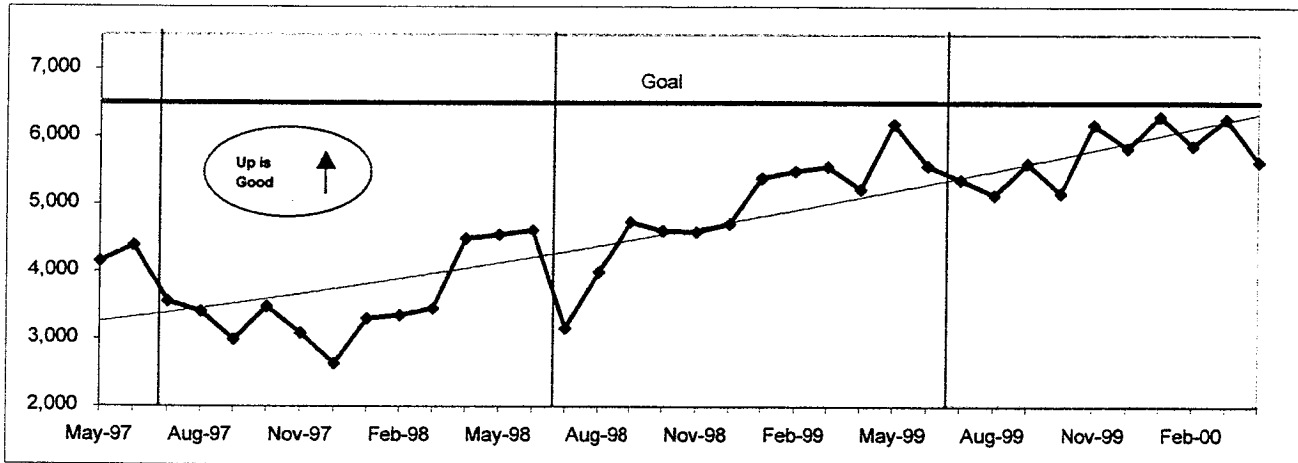
MAINTENANCE PERFORMANCE

MEAN MILES BETWEEN MECHANICAL FAILURES

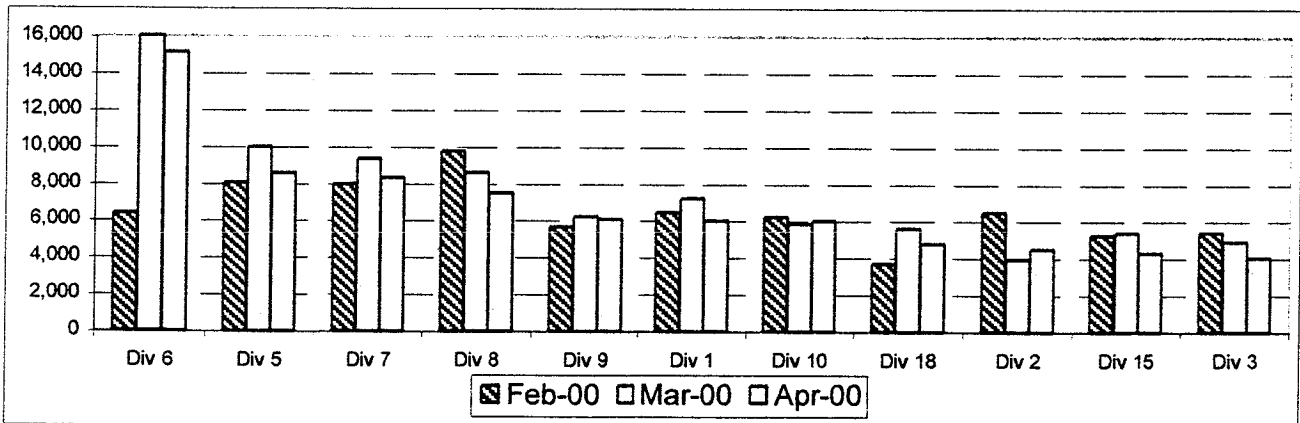
Definition: Average Hub Miles traveled between mechanical problems that result in a service disruption of greater than ten minutes.

Calculation: MMBRC = (Total Hub Miles divided by Chargeable Mechanical Related Roadcalls)

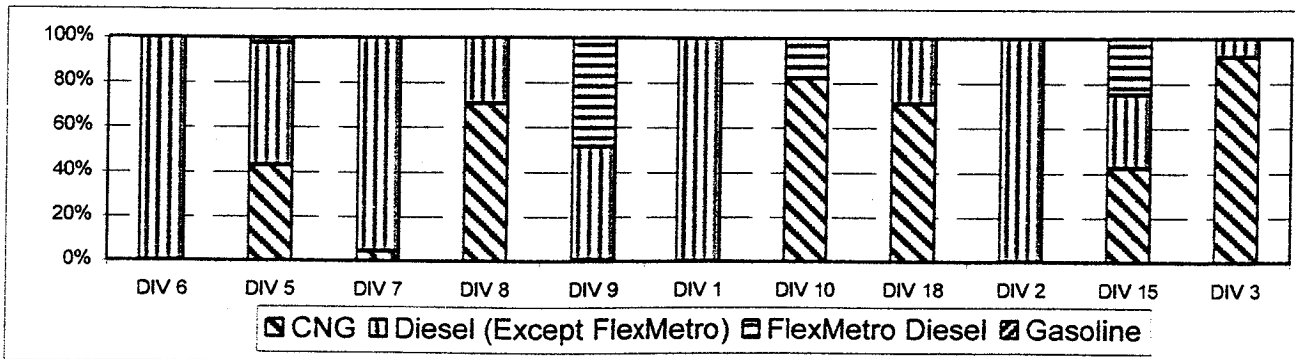
Systemwide Trend



Bus Operating Divisions February - April 2000



Fleet Mix by Fuel Type - April 2000

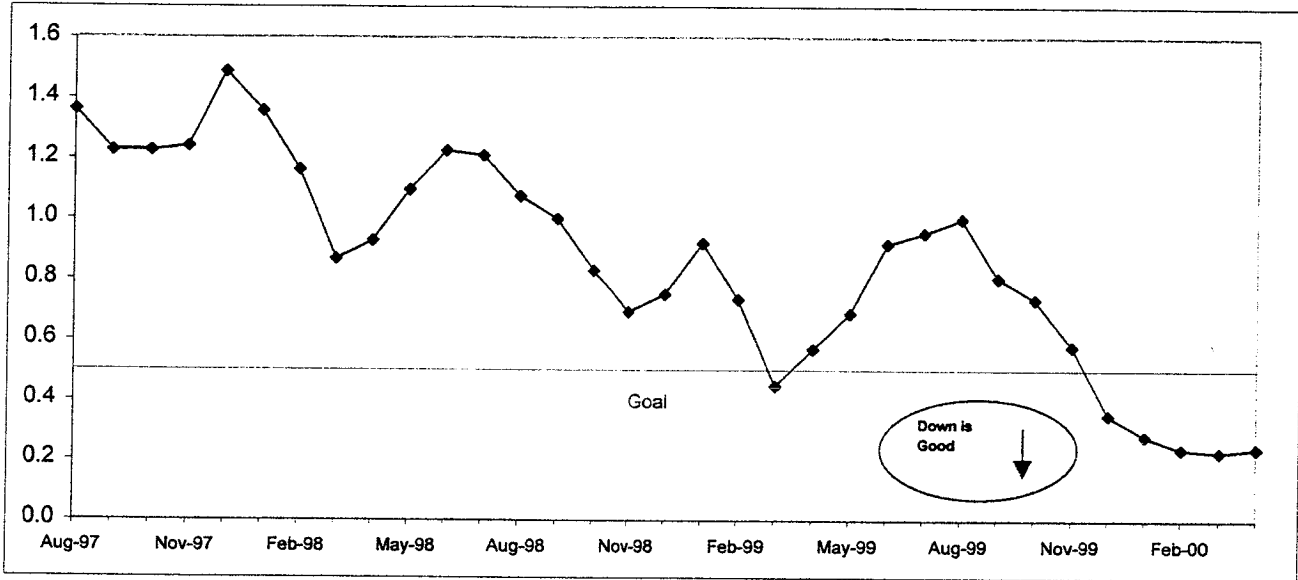


PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)

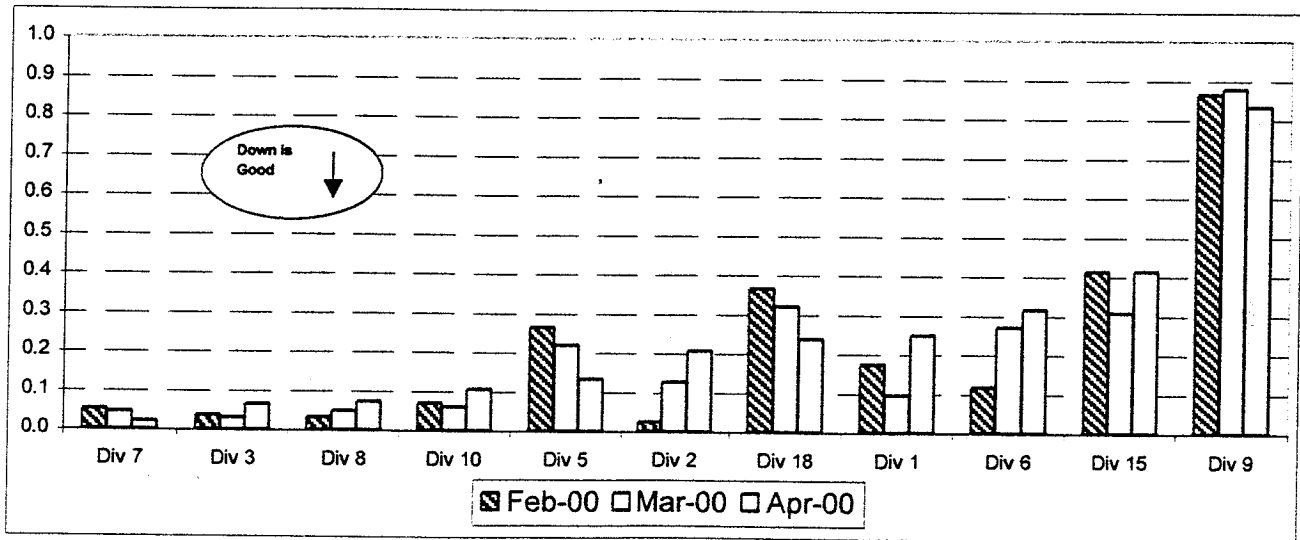
Definition: Average past due critical scheduled preventive maintenance jobs per bus. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

Calculation: Past Due Critical PMP's = (Total Past Due Critical PMP's divided by Buses)

Systemwide Trend



**Bus Operating Divisions
February - April 2000**



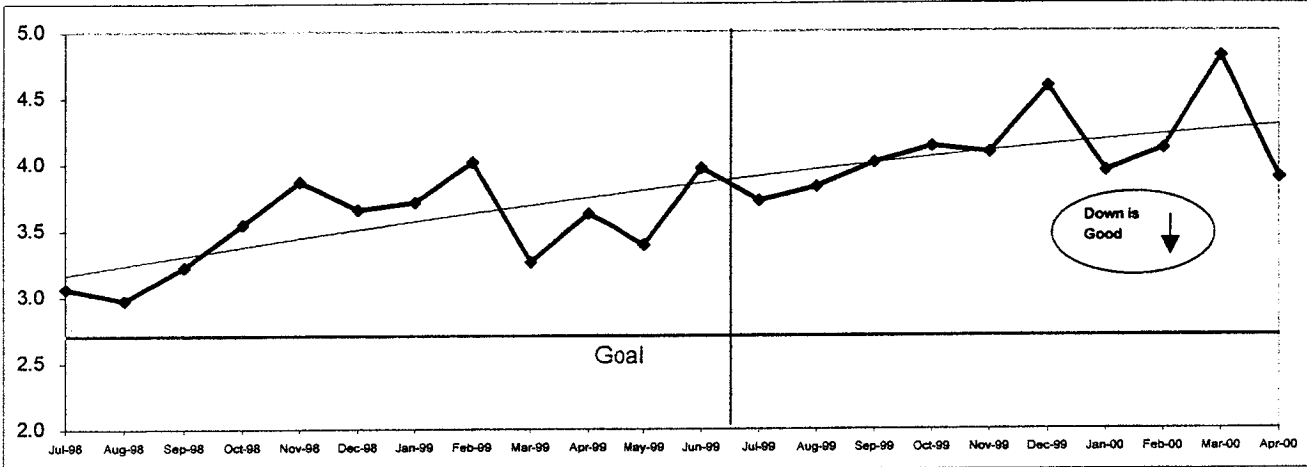
SAFETY PERFORMANCE

TRAFFIC ACCIDENTS PER 100,000 HUB MILES

Definition: Average number of Traffic Accidents for every 100,000 Hub Miles traveled. This indicator measures system safety.

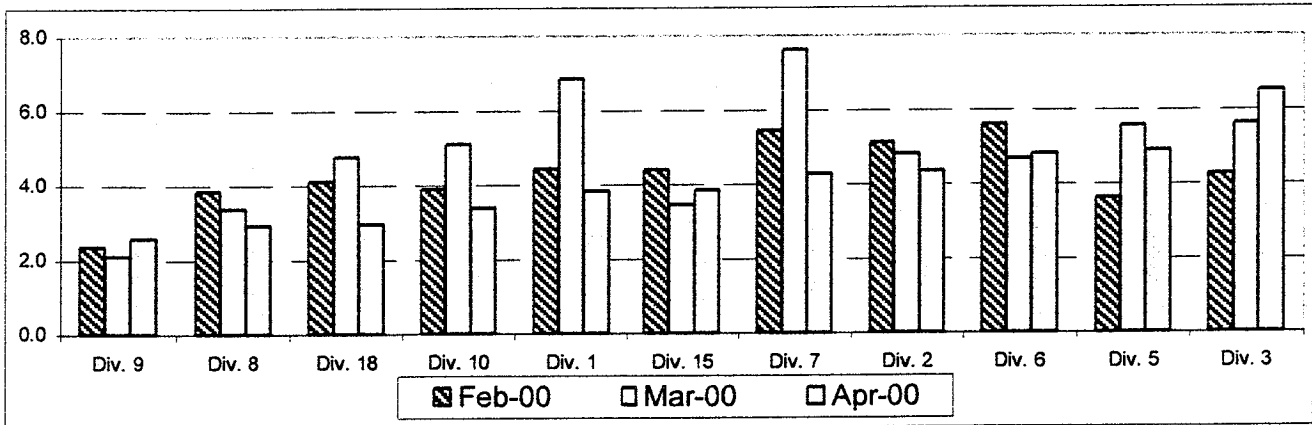
Calculation: Traffic Accidents Per 100,000 Hub Miles = (The number of Traffic Accidents divided by (Hub Miles divided by 100,000))

Systemwide Trend



Note: Beginning with the August 1999 Monthly Performance Report the thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

Bus Operating Division February - April 2000

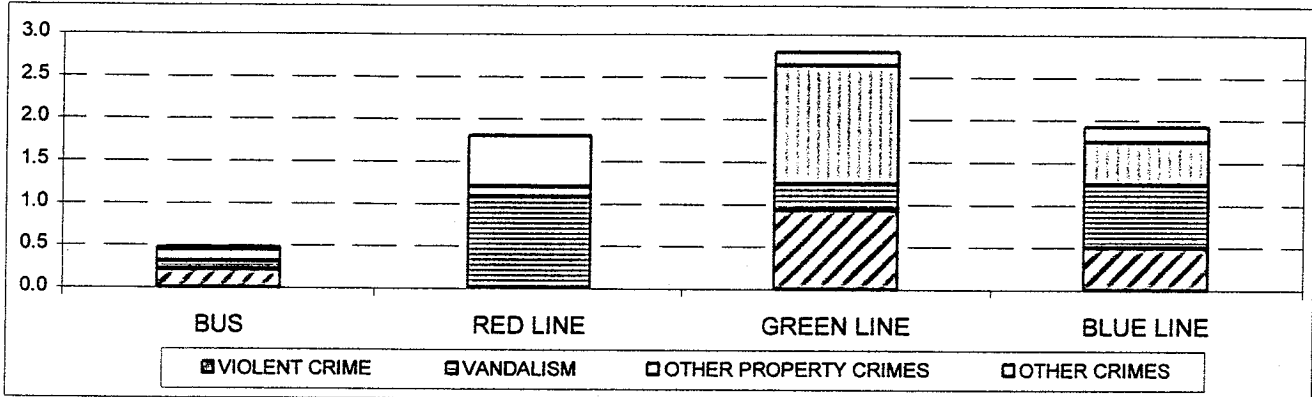


REPORTED CRIME PER 100,000 BOARDINGS

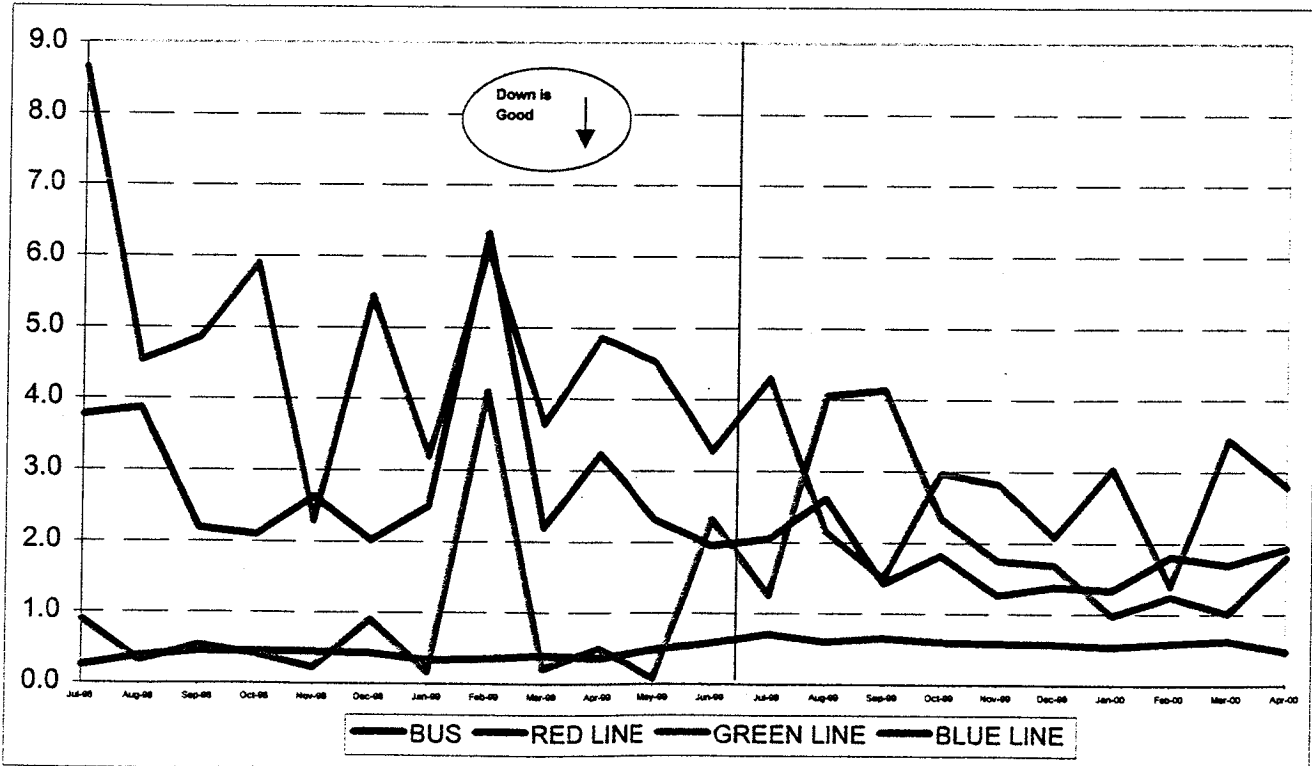
Definition: This indicator presents all crimes reported to either the LAPD or LASD. It is separated by mode and divided into major categories: *Vandalism*; *Other Property Crimes* (burglary, larceny, theft and motor vehicle theft); *Violent Crimes* (homicide, rape, robbery, assault/battery); *Other Crimes* (Sex offenses, weapons violations and miscellaneous)

Calculation: Reported Crimes/100,000 Boardings = Reported Crimes divided by (Boardings divided by 100,000).

March Reported Crime by Class and Mode



Total Crime/100,000 Boardings
Trend by Mode



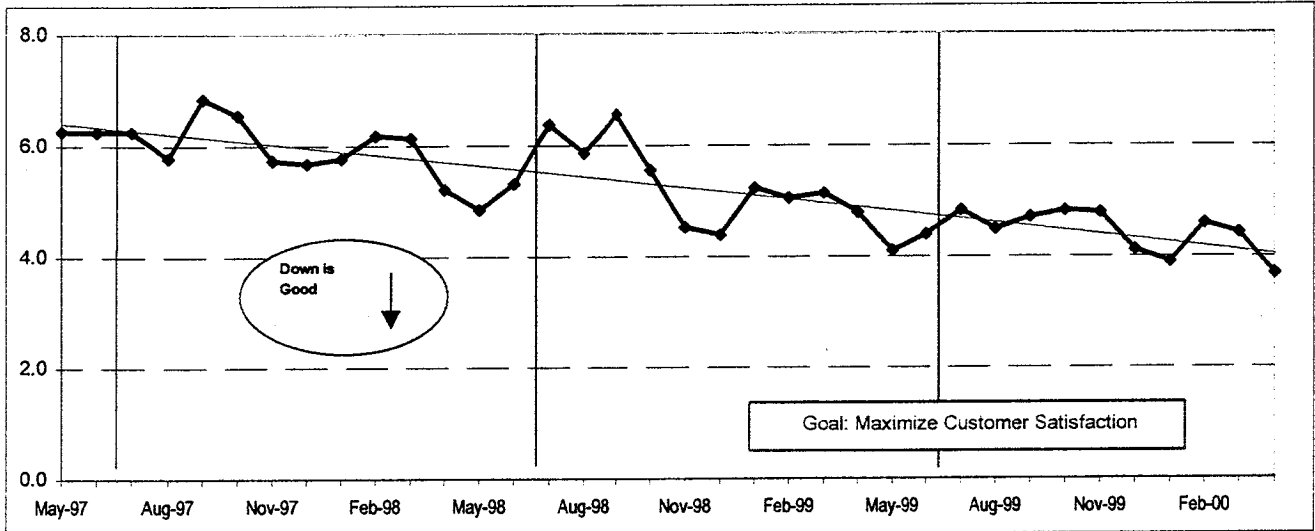
CUSTOMER SATISFACTION

COMPLAINTS PER 100,000 BOARDINGS

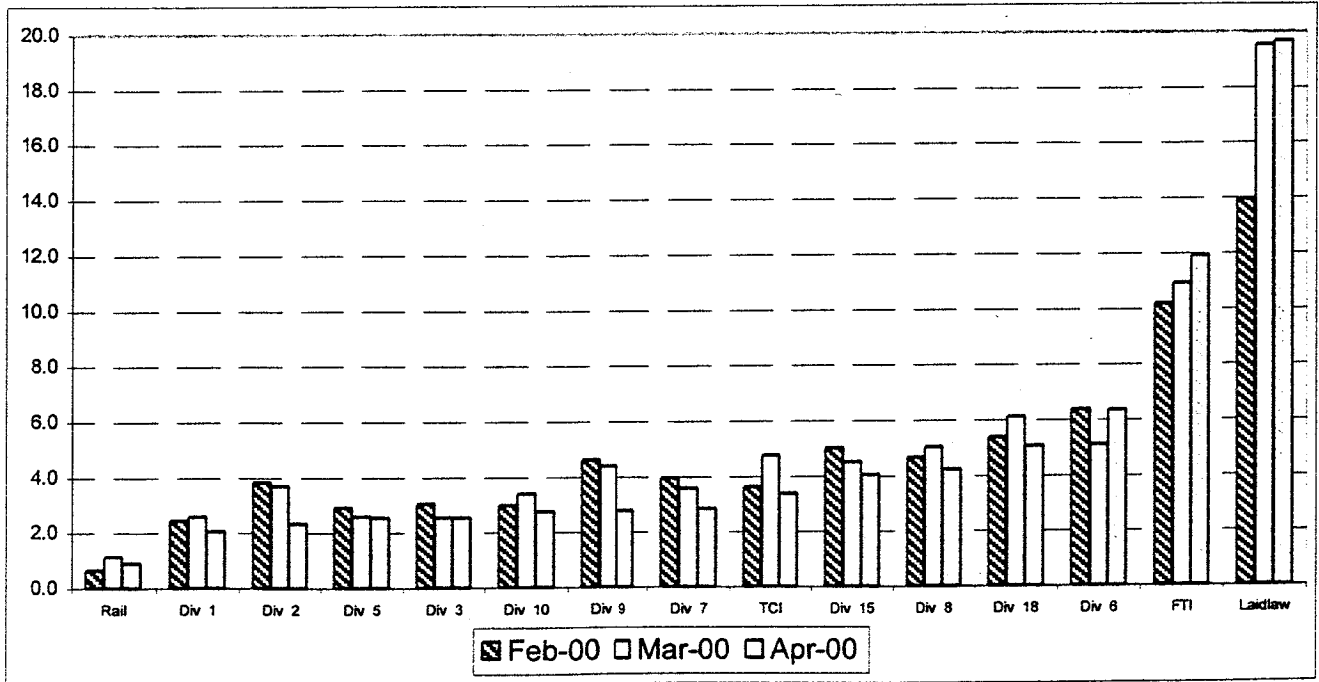
Definition: Average number of customer complaints per 100,000 boardings. This indicator measures service quality and customer satisfaction.

Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

Systemwide Trend



Bus Operating Divisions February - April 2000

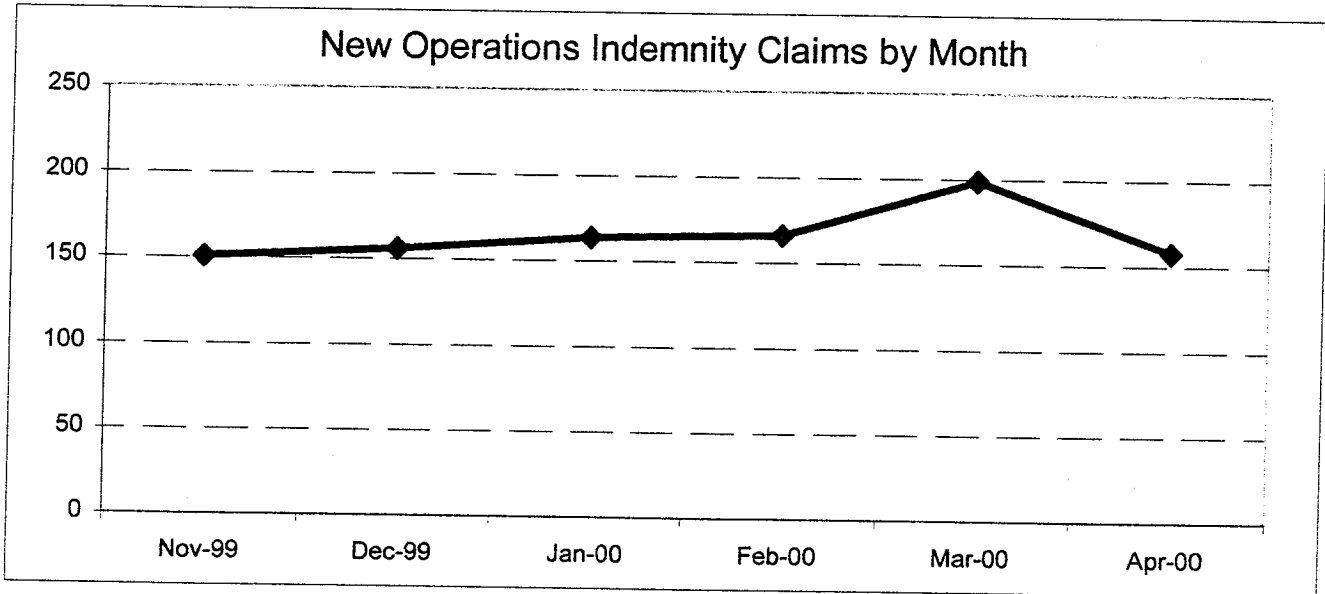


WORKERS COMPENSATION CLAIMS

TOTAL CLAIMS

Definition: This indicator measures the total new indemnity claims filed by Operations employees each month.

Systemwide Trend



Bus Operating Divisions February - April 2000

CLAIMS PER EMPLOYEE

Definition: This indicator measures the average number of new indemnity claims filed per position in which there is an incumbent each month by Operations employees.

Calculation: Workers Compensation Claims per Employee = Total Claims divided by Total Positions Occupied.

